

Deregulation in every circumstance that I am aware of favors the providers and removes benefits to consumers. As a consumer I enjoy premier customer care from my local internet provider. The service level of corporations (i count SBC among the most criminally lethargic) is tied to profitability and in my experience has proven passively adversarial. The checks and balances at every level of service, almost insure that no real problem outside of the box can be taken care of unless adamantly pursued. Any request to address errors in billing or services in my experience with SBC require calling and clever interrogation over at least 2 or three billing periods before any satisfaction can be had. I have in my local internet company Sonic.net service at its ethical and efficient best. Please do not do anything that would jeopardize this vanishing idea of actually being responsible to the clients that a company serves and recognizing without each one of them the business doesn't exist.